

Qwest Report Card
Eschelon Telecom, Inc.

METRIC ID	DESCRIPTION	ESCHELON STANDARD	Jan-01		Feb-01		Mar-01		Apr-01	
			PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING
E-1 (P0-9)	Timely Jeopardy Notices	90%	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA
E2	Timeliness of Coordinated Cut-Over	90%	15.3%	U	16.3%	U	16.7%	U	23.7%	U
E-3 (OP-5)	New Service Installation Quality	90%	NDA	NDA	NDA	NDA	95.9%	S	NDA	NDA
	LINE/P/UNE-E (1FB, Centrex, Circ21)		NDA	NDA	NDA	NDA	89.8%	U	94.0%	S
	LINE/Loop		NDA	NDA	NDA	NDA	75.9%	U	65.7%	U
	T-1/DS1									
E-4 (OP-3)	Installation Commitments Met	95%	NDA	NDA	NDA	NDA	96.0%	S	95.7%	S
	LINE/Loop	95.6%	S	92.4%	U	62.5%	U	73.0%	U	
	T-1/DS1	54.8%	U	61.3%	U	100.0%	S	88.3%	U	
	UDT/LIS Trunking		NDA	NDA	NDA	NDA				
E-5 (OP-6, OP-13, OP-15)	Held Orders	5.0%	NDA	NDA	NDA	NDA	25.4	U	17.0	U
	LINE/Loop	2.0%	S	7.0%	U	58.1%	U	14.7%	U	7.4%
	T-1/DS1	23.8%	U				25.0%	U		37.8%
E-6 (OP-6)	Delayed Days	15 days	NDA	NDA	NDA	NDA	11.2	S	8.0	S
	LINE/Loop		NDA	NDA	NDA	NDA				
	T-1/DS1									
E-7A (MR-5)	All Troubles Cleared Within 4 hours	90%	NDA	NDA	NDA	NDA	50.0%	U	25.0%	U
E-7B (MR-3)	Out-of-Service Cleared in 24 Hours	90%	NDA	NDA	NDA	NDA	86.4%	U	65.3%	U
	LINE/Loop/UNE-P	75.6%	U							
E-9	Major Network Outages	0	NDA	5	U	8	4	U	4	U
	Total Satisfactory		4	26.7%	0	0.0%	10	26.7%	3	20.0%
	Total Unsatisfactory		3	20.0%	8	53.3%	0	66.7%	10	66.7%
	Total N/A		0	0.0%	7	0.0%	1	0.0%	0	0.0%
	Total NDA		8	53.3%	7	46.7%	1	6.7%	2	13.3%

METRIC ID	DESCRIPTION	ESCHELON STANDARD	May-01		Jun-01		Jul-01		Aug-01	
			PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING
E-1 (P-9)	Timely Jeopardy Notices UNE-Loop	90%	NDA	NDA	NDA	NDA	NDA	NDA	100.0%	S
E2	Timeliness of Coordinated Cut-Over	90%	39.5%	U	43.7%	U	45.9%	U	49.8%	U
E-3 (OP-5)	New Service Installation Quality UNE-P/UNE-E (IFB, Centrex, Ctrx21)	90%	NDA	NDA	92.9%	S	88.8%	U	94.4%	S
	UNE-Loop	91.5%	S	96.3%	S	93.3%	S	94.3%	S	
	T-1/DS1	75.7%	U	80.0%	U	75.0%	U	88.9%	U	
E-4 (OP-3)	Installation Commitments Met UNE-Loop T-1/DS1 UDT/LIS Trunking	95%							97.6%	S
	UNE-Loop	96.1%	S	88.0%	U	95.7%	S	83.9%	U	
	T-1/DS1	51.4%	U	69.7%	U	77.3%	U	83.9%	U	
	UDT/LIS Trunking	100.0%	S	100.0%	S	97.0%	S	100.0%	S	
E-5 (OP-6, OP-13, OP-15)	Held Orders	5.0%								
	UNE-Loop	NDA	NDA	7.7%	U	5.7%	U	2.7%	S	
	T-1/DS1	27.0%	U	12.1%	U	9.1%	U	3.2%	S	
E-6 (OP-6)	Delayed Days	15 days								
	UNE-Loop	8.0	S	16.2	U	39.5	U	22.0	U	
	T-1/DS1	23.2	U	25.1	U	7.8	U	13.8	S	
E-7A (MR-5)	All Troubles Cleared Within 2 Hours	90%								
	DS1 & Above	50.0%	U	22.2%	U	100.0%	S	100.0%	S	
E-7B (MR-3)	Out-of-Service Cleared in 24 Hours	90%								
	UNE-Loop/UNE-P	82.5%	U	65.9%	U	76.0%	U	87.7%	U	
E-9	Major Network Outages	0	3	U	2	U	0	S	0	S
	Total Satisfactory	4	26.7%	3	20.0%	6	40.0%	10	66.7%	
	Total Unsatisfactory	8	53.3%	11	73.3%	8	53.3%	5	33.3%	
	Total N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Total NDA	3	20.0%	1	6.7%	1	6.7%	0	0.0%	

METRIC ID	DESCRIPTION	ESCHELON STANDARD	Sep-01		Oct-01		Nov-01		Dec-01	
			PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING
E-1 (P-9)	Timely Jeopardy Notices UNE-Loop	90%								
E2	Timeliness of Coordinated Cut-Over	90%	52.6%	U	47.8%	U	48.7%	U	51.8%	U
E-3 (OP-5)	New Service Installation Quality UNE-P/UNE-E (IFB, Centrex, Ctrx21)	90%	88.9%	U	66.8%	U	30.0%	U	30.0%	U
	UNE-Loop	91.5%	S	96.9%	S	94.4%	S	93.9%	S	
	T-1/DS1	90.7%	S	93.0%	S	91.7%	S	91.1%	S	
E-4 (OP-3)	Installation Commitments Met UNE-Loop T-1/DS1 UDT/LIS Trunking	95%								
	UNE-Loop	98.0%	S	98.6%	S	98.5%	S	96.6%	S	
	T-1/DS1	65.1%	U	89.8%	U	78.4%	U	79.7%	U	
	UDT/LIS Trunking	97.0%	S	100.0%	S	33.3%	U	50.0%	U	
E-5 (OP-6, OP-13, OP-15)	Held Orders	5.0%								
	UNE-Loop	2.6%	S	1.7%	S	1.7%	S	2.2%	S	
	T-1/DS1	20.0%	U	5.1%	U	20.3%	U	11.9%	U	
E-6 (OP-6)	Delayed Days	15 days								
	UNE-Loop	32.9	U	10.8	S	86.8	U	10.6	S	
	T-1/DS1	13.1	S	7.0	S	5.6	S	16.0	U	
E-7A (MR-5)	All Troubles Cleared Within 2 Hours	90%								
	DS1 & Above	100.0%	S	90.0%	S	100.0%	S	100.0%	S	
E-7B (MR-3)	Out-of-Service Cleared in 24 Hours	90%								
	UNE-Loop/UNE-P	85.7%	U	77.4%	U	83.6%	U	78.9%	U	
E-9	Major Network Outages	0	0	S	6	U	2	U	6	U
	Total Satisfactory	8	53.3%	8	53.3%	6	40.0%	5	33.3%	
	Total Unsatisfactory	7	46.7%	7	46.7%	9	60.0%	10	66.7%	
	Total N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Total NDA	0	0.0%	0	0.0%	0	0.0%	0	0.0%	

METRIC ID	DESCRIPTION	ESCHELON STANDARD	Jan-02		Feb-02		Mar-02		Apr-02	
			PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING	PERFORMANCE	RANKING
E-1 (P-9)	Timely Jeopardy Notices UNE-Loop	90%								
E2	Timeliness of Coordinated Cut-Over	90%	51.5%	U	56.2%	U	49.1%	U	52.5%	U
E-3 (OP-5)	New Service Installation Quality UNE-P/UNE-E (IFB, Centrex, Ctrx21)	90%	69.8%	U	53.6%	U	56.9%	U	40.6%	U
	UNE-Loop	91.6%	S	83.6%	U	76.3%	U	76.1%	U	
	T-1/DS1	71.4%	U	82.1%	U	96.4%	S	90.2%	S	
E-4 (OP-3)	Installation Commitments Met UNE-Loop T-1/DS1 UDT/LIS Trunking	95%								
	UNE-Loop	90.6%	S	97.8%	S	98.6%	S	99.2%	S	
	T-1/DS1	75.3%	U	87.8%	U	41.5%	U	56.5%	U	
	UDT/LIS Trunking	100.0%	S	100.0%	S	100.0%	S	77.8%	U	
E-5 (OP-6, OP-13, OP-15)	Held Orders	5.0%								
	UNE-Loop	0.7%	S	1.9%	S	1.4%	S	1.1%	S	
	T-1/DS1	26.4%	U	2.7%	S	6.4%	U	5.8%	U	
E-6 (OP-6)	Delayed Days	15 days								
	UNE-Loop	20.0	U	21.0	U	4.6	S	17.0	U	
	T-1/DS1	6.9	S	13.6	S	10.3	S	6.9	S	
E-7A (MR-5)	All Troubles Cleared Within 2 Hours	90%								
	DS1 & Above	100.0%	S	69.2%	U	100.0%	S	35.0%	U	
E-7B (MR-3)	Out-of-Service Cleared in 24 Hours	90%								
	UNE-Loop/UNE-P	82.8%	U	88.6%	U	75.0%	U	80.0%	U	
E-9	Major Network Outages	0	0	S	2	U	5	U	0	S
	Total Satisfactory	7	46.7%	5	33.3%	7	46.7%	5	33.3%	
	Total Unsatisfactory	8	53.3%	10	66.7%	8	53.3%	10	66.7%	
	Total N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Total NDA	0	0.0%	0	0.0%	0	0.0%	0	0.0%	